



Resolution

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March 2025
FOI_7057

The following information was requested on 19 February 2025:

I would be most grateful if you could give me the numbers of claims to NHSR that came to mediation and the number that were settled in the years 2022/3 and 2023/4.

Our Response

The information requested is published in our annual reports:

- Annual report 2022/23, page 23 - https://resolution.nhs.uk/wp-content/uploads/2023/07/NHS-Resolution-Annual-report-and-accounts-2022_23-3.pdf

In 2022/23 a total of 229 claims proceeded to mediation with 72% of the claims settling on the mediation day or within 28 days of the mediation.

- Annual report 2023/24 page 30 - https://resolution.nhs.uk/wp-content/uploads/2024/07/NHS-Resolution-Annual-report-and-accounts_23-24_Access-1.pdf

In 2023/24 a total of 195 claims proceeded to mediation with 79% of the claims settling on the mediation day or within 28 days of the mediation.

It should be noted that mediation is just one of the many forms of alternative dispute resolution that NHS Resolution deploys which also include Early Neutral Evaluation, Resolution Rooms and round table meetings amongst other strategies, meaning that only 20% of claims go into litigation and fewer than 1% go to trial.

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Joanne Appleby](#), Deputy Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

<https://ico.org.uk/>